

## Terms and Conditions/Important Information

- A Veterinary referral form must have been received before any swim can take place.
- Please ensure your dog is not fed for at least 4 hours before attending a hydrotherapy session.
- It is recommended to not feed your dog for 1 hour after a hydrotherapy session.
- Any vomiting or diarrhoea at least 48 hours prior to the appointment must be declared.
- All missed appointments without 24 hours notice will be charged in full.
- We allow a set time for each client, late arrivals will only have treatment within their remaining appointment time (as long as sufficient time remains to allow treatment).
- Dogs must be in as clean a condition as possible to use our facilities.
- Clients are reminded that they enter the pool area at their own risk as hydrotherapy involves water and therefore an increased slip hazard around the pool area, therefore sensible and clean footwear and clothing should be worn.
- Whilst every care possible is taken of dogs undergoing hydrotherapy treatment and in the maintenance of the water quality and equipment, all dogs receive treatment entirely at the Owner's risk.
- Pet insurance – many insurance companies will cover the cost of hydrotherapy treatment.
- Payment by bank transfer, cash or card payment, for first appointment and block bookings must be paid by bank transfer.
- Please ensure your dog has toileted before entering the premises. There will be a charge if your dog fouls in our pool due to the cost implications of cancelling following appointments and cleaning the pool (£500).
- When leaving your car please ensure that all dogs are on lead and under control at all times.
- Children must be closely supervised at all times.
- We reserve the right to use digital recording or photographs during our hydrotherapy sessions.
- Dogs will not be admitted with contagious or infectious conditions, therefore will not be allowed to use the facilities with any ear, eye, skin or gastric conditions. Bitches in season may not use the facilities until their season is over (we usually allow 3 weeks).
- Animal Health Hydrotherapy do not accept responsibility for any damage to vehicles whilst on site.
- We reserve the right to refuse treatment to any dog at any time.

I agree to these terms and conditions

Client Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Pet Name(s): \_\_\_\_\_

Date: \_\_\_\_\_ (Please bring this form to your first hydrotherapy session)